

## School For The Arts Customer Support

**Location | Central for all SFTA**

**PT FLSA Classification | Non-Exempt, Part Time (~10-15 hours/wk)**

**Reports to | School for the Arts Director**

**Influenced by | Executive Pastor of Business Operations**

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### **Position Summary:**

A key responsibility of the School For The Arts (SFTA) Customer Support role is overseeing the SFTA connection with families. This includes communication regarding and support for SFTA lessons and classes to help ensure a positive experience for both current and potential SFTA families and students. These responsibilities are in conjunction with the direction or assignments given by the SFTA Director.

### **Job Responsibilities include but not limited to:**

- Follow up with phone calls, emails, and online student inquiries
- Communication with instructors and assisting in scheduling classes and lessons
- Assisting in planning of recitals and performances
- Assist at SFTA events and performances (all SFTA locations)
- Taking photos at SFTA classes, lessons, and performances (all SFTA locations)
- Preparing materials for scheduled classes and events (copies, supplies, etc.)
- Communicating with the 2|42 Logistics Coordinator
- Additional responsibilities as assigned by the SFTA Director

### **Personal Characteristics:**

- A warm, encouraging personality that connects well with children and adults
- A team player that is able to both follow and lead
- Ability to be customer focused
- Integrity in finances, relationships, student and instructor information, and time management are expected
- Customer oriented, willingness to go above and beyond
- Ability to lift boxes and move items up to 35lbs.

### **Competency & Desired Qualifications:**

- High school diploma
- 2-3 years experience with customer support, administration, or business management
- Proficient in Google Suite applications
- Strong time management and organizational skills
- High degree of attention to detail
- Ability to work independently and prioritize tasks



Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Reviewed by: \_\_\_\_\_ Date: \_\_\_\_\_